

Substitute for form 1449A/PTO  <b>INFORMATION DISCLOSURE STATEMENT BY APPLICANT</b> <i>(use as many sheets as necessary)</i>		<b>Application Number</b>	<b>10/602,592</b>
		<b>Filing Date</b>	<b>July 22, 2004</b>
		<b>First Named Inventor</b>	<b>Steven TIVEY et al.</b>
		<b>Art Unit</b>	<b>3629</b>
		<b>Examiner Name</b>	<b>Gabrielle A. MCCORMICK</b>
<b>Sheet</b>	<b>1 of 2</b>	<b>Attorney Docket Number</b>	<b>52493.000313</b>

## U.S. PATENT DOCUMENTS

Examiner Initials	Cite No.	DOCUMENT NUMBER Number - Kind Code (if known)	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
		US- 5390243	02-14-1995	Casselmann et al.	
		US- 5930764	07-27-1999	Melchione et al.	
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		US- 6850895	02-01-2005	Brodersen et al.	
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		US- 2002/0165728	11-07-2002	Buckenmayer	
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		US-			
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<b>Sheet</b>	<b>2 of 2</b>		

**OTHER DOCUMENTS - NON-PATENT LITERATURE DOCUMENTS**

*Examiner Initials	Cite No.	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published	TRANSLATION	
			YES	NO
		www.netlingo.com/lookup.cfm?term=synchronization	<input type="checkbox"/>	<input type="checkbox"/>
		Business Wire. "MarketSoft's Leads Wins Call Center Solutions Editors' Choice Award". Business/Technology Editors. Business Wire. New York: Aug. 25, 1999. pg. 1	<input type="checkbox"/>	<input type="checkbox"/>
		Leadtrack.com: pages documented from the Internet Archive on July 21, 2001 (http://web.archive.org/web/20010806083606/leadtrack.com/screen-customer.html; http://web.archive.org/web/20011117000929/www.leadtrack.com/sysrequire.html; http://web.archive.org/web/20010806085400/leadtrack.com/screen-desktop.html; http://web.archive.org/web/20010806080042/leadtrack.com/fappfeatures.html; http://web.archive.org/web/20010801185319/leadtrack.com/features.html; http://web.archive.org/web/20010811025743/leadtrack.com/reports/terr.gif.)	<input type="checkbox"/>	<input type="checkbox"/>
		Leadtrack.com: pages documented from the Internet Archive on July 21, 2001 (http://web.archive.org/web/20010811024757/leadtrack.com/reports/overdue.gif)...	<input type="checkbox"/>	<input type="checkbox"/>
		SIEBELFANS.COM, Implementing Best Practices, http://www.siebel.com/call-center/workflow-automation.shtml printed 12/7/2004, 2 pages	<input type="checkbox"/>	<input type="checkbox"/>
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